



BELMOND

BELMOND PROTECTS

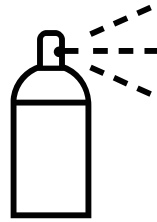
Keeping you safe and comfortable on your travels with us

We will be delighted to welcome you back to our properties as soon as you feel comfortable doing so. To ensure you can continue to enjoy our wonderful travel adventures with confidence, we are enhancing our safety and hygiene procedures.

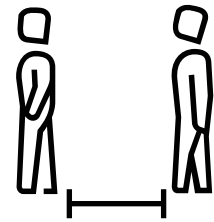
For everyone's protection, we have developed the highest standards of service and care. This guide outlines our new measures and protocols.



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Enhanced hygiene protocols

Your safety is our main concern.

To that end, we have adapted our protocols to comply with the US Centers for Disease Control and Prevention (CDC), as well as local authority requirements. In order to implement the measures promptly and successfully, we've appointed an in-house COVID safety management team led by the hotel's General Manager.

We want you to get the most out of your stay while complying with the highest hygiene standards in the travel industry. These are audited by a third-party specialist.

Adapted common spaces and activities

We have redesigned the Belmond experience with an enhanced notion of safety.

We are digitalizing our Front Office and Concierge services, as well as our restaurant menus, to reduce physical contact. A la carte options will now be offered instead of buffets. Gym and elevator use will be limited to members of the same party and the number of sun loungers by the pool will be reduced.

Every room will be thoroughly sanitized after a guest leaves. Rooms will remain vacant for 24 hours between stays, assuring you of total disinfection.

Safe contact with staff and other guests

We take good care of our staff.

To provide the finest service we must feel our best: all of our associates will undergo a temperature check upon arrival. We have also implemented a comprehensive training plan, which will be regularly updated. To guarantee a safe environment for all, every guest will need to undergo a temperature check upon arrival. Every individual's efforts to stay safe will strengthen the preventative measures we have in place.

For further information about Belmond protocols, please visit: <https://www.belmond.com/legal/coronavirus>

For official details about local safety measures, see: <https://covidmadeira.pt/>



BELMOND

Safety practices at Belmond Reid's Palace



GENERAL

- A medically-trained professional will be on call 24/7.
- Temperature screening for all hotel and restaurant guests will be carried out upon arrival. Every guest will be directed to a sanitizing station before entering.
- Capacity will be reduced in all areas to conform to local requirements and best physical distancing practices.
- Extensive pre-arrival communication with guests will inform them about the latest developments, including any facilities closed and alternatives provided.
- High-transit areas (such as the lobby, corridors, stairwells, toilets, etc) will be cleaned and disinfected every 2 hours during the working day.



FRONT OFFICE AND CONCIERGE

- Prior to arrival, guests will be required to complete a form confirming that they (and their travel companions) do not present any COVID-19 related symptoms.
- Check-in, check-out and concierge services will be digitalized via guests' mobile devices.
- Disinfection of guest luggage will be offered during arrival and departure.



IN-ROOM

- Every room will be kept vacant 24 hours before and after a stay to ensure an adequate disinfection process.
- In-room care packages including sanitizing spray, hand sanitizer and a single-use disposable mask will be available to all guests.
- All printed materials will be removed and replaced with electronic versions, except for single-use items.
- Mini-bars will be available upon request.
- Turndown service will be offered only upon request.
- A door tag will be used to highlight when a room has been disinfected.



STAFF

- All staff will undergo daily temperature checks, with the results recorded and retained.
- A comprehensive communication and training plan has been implemented.
- All staff are required to wear certified gloves, face masks and/ or protective clothing as required when carrying out



FOOD AND BEVERAGE OUTLETS AND EVENTS

- Buffets and self-service will not be provided and will be replaced by à la carte options or individually packaged items during events.
- Traditional menus will be replaced by digital versions available via guests' devices.
- Food safety and hygiene procedures have been redeveloped with a third-party expert SQF and HACCP consultant.
- Capacity of venues has been reduced to comply with physical distancing.
- All furniture, cutlery and china will be disinfected before every service.



OTHER PUBLIC AREAS

- Coronavirus is killed by chlorine, so our pools will be open.
- The use of face masks is not required on the pool terrace, but the number of sun loungers will be reduced to allow for physical distancing.
- High touch-point areas around the swimming pool and gym will be cleaned every hour.
- The number of guests using the gym is limited to individuals from the same party and only on prior reservation. A complete disinfection will be carried out after every use.
- Massages and beauty treatments are available upon request.
- Guests using the elevator must ride alone or with other members of their party.
- Hand sanitizer will be available next to each elevator door on every floor, so that guests can disinfect their hands before/after using the call buttons and the elevator itself.

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